



Task Card

Accessing the Inclusion Support Portal as an Inclusion Agency Representative

Who will need this task card?

The Inclusion Support Portal (IS Portal) is a web-based application that manages all Early Childhood Education and Care services' (ECEC) interactions with the Inclusion Support Program (ISP).

This task card is intended for Inclusion Agency representatives who are supporting ECEC services in the development of inclusive practices.

What is this task card for?

This Task Card provides information and a step by step guide to support Inclusion Agency representatives to request access to the Inclusion Support Portal.

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User Options

Anyone seeking access to the Inclusion Support Portal (IS Portal) is referred to as a user.

There are two accredited user roles available to Inclusion Support Program representative's

IDF Manager

This role is for users who work for the Inclusion Development Fund Manager only.

Inclusion Professional

This role is for users who work for Inclusion Agencies only.

There are three user roles available to service provider representatives

Authorised Access Delegate

This role is for ECEC service representatives who are required to manage access to the Inclusion Support Portal for other users in the service.

Services are encouraged to have more than one Authorised Access Delegate.

Note: To develop and manage their services Strategic Inclusion Plan (SIP) and to apply for IDF subsidies, an Authorised Access Delegate will also need to have access to the IS Portal in the role of Inclusion Support ECEC User.

Inclusion Support ECEC User

This role is for ECEC service representatives who need to access to the Inclusion Support Portal to be able to develop and manage their services Strategic Inclusion Plan (SIP), including Care Environment Plans, and apply for IDF.

Inclusion Support ECEC User – SIP Only

This role is for ECEC Educators who need to access to the Inclusion Support Portal to be able to develop and manage the services SIP, including Care Environment Plans.

This role does not allow the user to apply for IDF streams, to access information about children, IDF cases or claims information.

Note: A service provider representative can hold the roles of both Authorised Access Delegate and Inclusion Support ECEC User.

Task cards to support service provider representatives to access the Inclusion Support Portal are available on the Department of Education website [Inclusion Support Program - Department of Education, Australian Government](#)

Gaining IS Portal Access

Inclusion Support Agency representatives will access the IS Portal in the user role of Inclusion Professional.

Gaining access to the Inclusion Support Portal requires each user to:

1. Have a Provider Digital Access (PRODA) account; and
2. Gain permission to act on behalf of the service provider.

PRODA

PRODA is an online identity verification and authentication system that provides secure access a range of Australian Government online services, including the Inclusion Support Portal (IS Portal).

Users who already have a PRODA account for accessing other Australian Government online services will use the same PRODA account to request access and login to the IS Portal.

Users without a PRODA account must first register for an account through [Services Australia](https://servicesaustralia.gov.au).

Once a user has a PRODA account they can login and lodge a user access request.

Logging into PRODA

1. **Access the PRODA login page.** <https://PRODA.humanservices.gov.au>
 - 1.1 If you have a PRODA account – refer to image 1 below.
Enter your PRODA username and password and **click Login** then proceed to step 2.
 - 1.2 If you have connected your Digital Identity to your PRODA account – refer to image 2 below. **Click Login using your Digital Identity** then proceed to step 4.

The image contains two side-by-side screenshots of the PRODA login page. Both screenshots show the 'Australian Government Services Australia' logo and the 'PRODA Provider Digital Access' header. The main heading is 'Login'. Below it, a message says 'If you have already created your PRODA account, login below.' The form has two input fields: 'Username' with the text 'MyUserName' and 'Password' with masked characters. There are links for 'Forgot your username?' and 'Forgot your password?'. A 'Login' button is present. Below the login button, there is a link 'Do not have a PRODA account? Register now' and a 'Login using your Digital Identity' button. In the first screenshot, the 'Login' button is highlighted with a red box. In the second screenshot, the 'Login using your Digital Identity' button is highlighted with a red box.

2. A passcode will be sent to the email account or mobile phone number you provided when setting up your PRODA account.

On the '2-step verification' page, enter the passcode and **click Next**.

3. If you are a new PRODA user, you must first consent to PRODA's terms and conditions before progressing.

On the 'Terms and Conditions' page, **read** the **terms** and **click I agree** to consent.

After successfully logging in to PRODA, a page of available services is displayed.

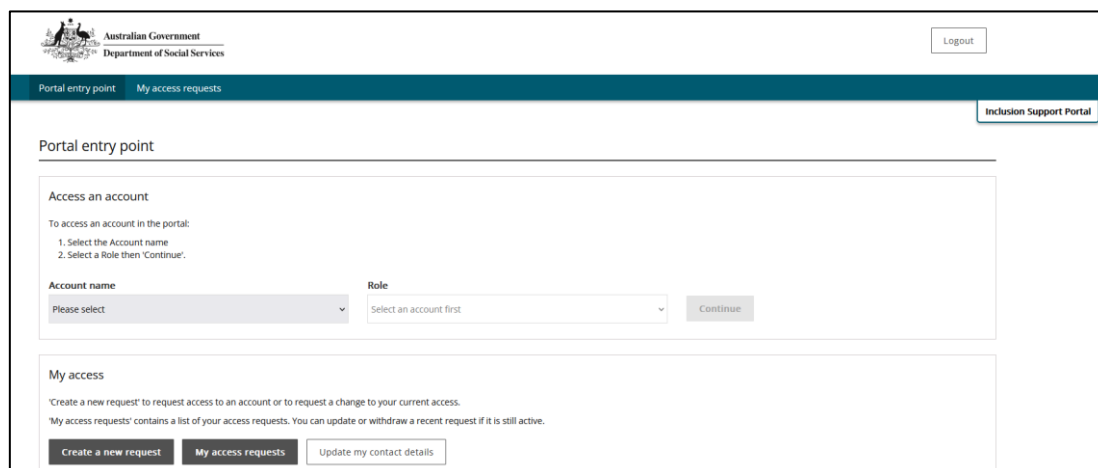
4. Select the **Child Care Inclusion Support Portal** tile.



The 'Portal entry point' page will be displayed.

If you are a new user who has not yet been granted access to the IS Portal, only the 'My access' section of this page will be visible.

If you are a user who has previously been granted IS Portal access, the page will display as seen below.



Requesting Access

The Inclusion Support Portal Help Desk manages the approval of access requests for both IDFM and IA representatives.

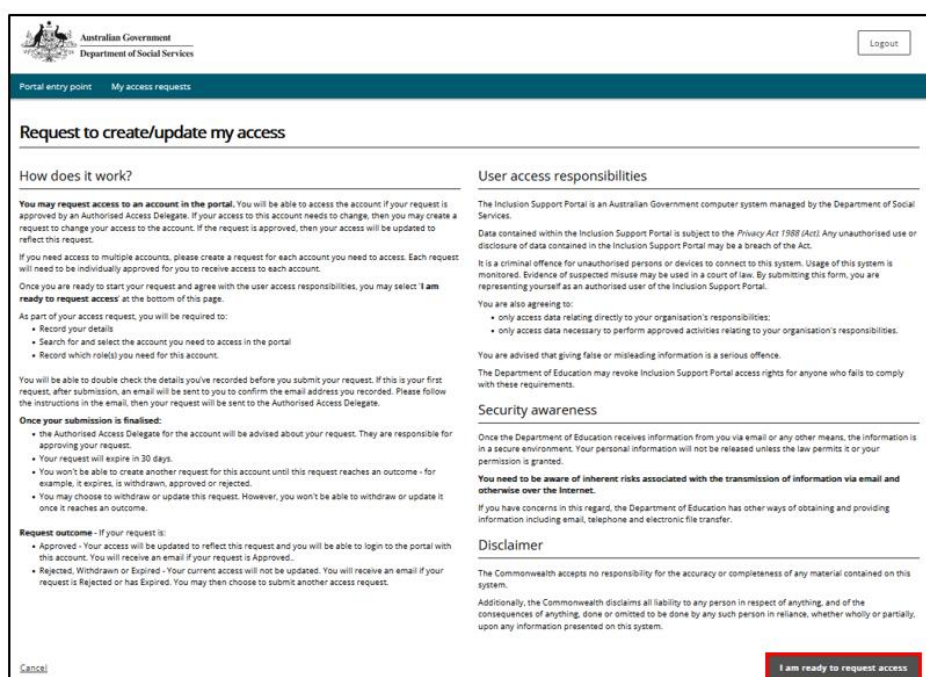
If you have not previously accessed the IS Portal or you if need to add or change your user access, an access request must be submitted.

1. To request user access, login to *PRODA* and access the *Child Care Inclusion Support Portal*.
2. On the Portal entry Point page, **select *Create a new request***.

Create a new request

The '*Request to create/update my access*' page is displayed.

3. Read over the information on the page and **select 'I am ready to request access'**.



The 'Record your details' page will open.

4. Review the details and, if not already listed, **add** your **Phone number**.
5. **Select Next**.

The screenshot shows the 'Request to create/update my access' page. At the top, there is a header with the Australian Government logo and 'Department of Social Services'. A 'Logout' button is in the top right. Below the header, there are links for 'Portal entry point' and 'My access requests'. The main heading is 'Request to create/update my access'. Underneath, it says '1. Record your details' and 'All fields marked with an asterisk (*) are required.' The form has fields for 'First name', 'Last name', 'Email address', 'Phone number' (marked with an asterisk), and 'Mobile phone number'. At the bottom, there are buttons for 'Back', 'Discard request', and 'Next' (highlighted in red).

The 'Search for and select the organisation's account' page will open.

To find the organisation you work for, it is recommended to search by ABN only.

6. Enter details and **Click Run search**.

The screenshot shows the '2. Search for and select the organisation's account' page. It has a heading '2. Search for and select the organisation's account' and a sub-heading 'Search for the organisation's account using their ABN, Legal name, Trading name or Organisation address.' There are two main sections: 'Organisation details' and 'Address details'. Under 'Organisation details', there are fields for 'Legal name', 'Trading name', and 'ABN' (highlighted with a red box). Under 'Address details', there are fields for 'Address line 1', 'Address line 2', 'Suburb/town', 'State' (a dropdown menu with 'Please select' as the current selection), and 'Postcode'. At the bottom, there are buttons for 'Back', 'Clear search', 'Discard request', and 'Run search' (highlighted in red).

7. **Select your organisation** from the list of results.

The 'Access to roles' page will open. Please refer to the image on the next page.

8. Select the role of **Inclusion Professional** and click **Next**.

Request to create/update my access

3. Access to roles

Select one or more roles to specify the access you need to this account. If this request is Approved, you will only receive access to the selected role(s).

☐ **IDF Manager**
IDFM STAFF USE ONLY. Used by the Inclusion Development Fund manager to administer the Inclusion Support program.

☐ **Inclusion Professional**
INCLUSION AGENCY STAFF USE ONLY. Used by Inclusion Professionals to support ECECs in the development of inclusive practices.

☐ **Inclusion Support ECEC User**
Used by ECEC staff to manage their Strategic Inclusion Plan and apply for IDF subsidies.

☐ **Inclusion Support ECEC User - SIP only**
Used by ECEC Educators to manage the Strategic Inclusion Plan only. This role cannot apply for IDF Subsidy streams, nor access the children, case or claim functions and information.

☐ **Authorised Access Delegate**
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

[Back](#) [Discard request](#) [Next](#)

2. On the 'Request summary access request page', review your entries. Click **Submit** to continue or Click **Back** to edit.

Request summary access request

4. Access request summary

Your details

First name : [redacted] Last name : [redacted]
Email address : [redacted] Work phone : [redacted] Mobile phone : [redacted]

Required user role(s)

Role : Inclusion Support ECEC User

Your employer's details

Provider legal name : [redacted] Provider trading name : [redacted] ABN : [redacted]
Address : [redacted]

[Back](#) [Submit](#)

If you have previously accessed the IS Portal in a different user role, you will not need to verify your email address. Finish your access request by **following step 13** below.

If you are a new user, your email address must be verified before your request can proceed.

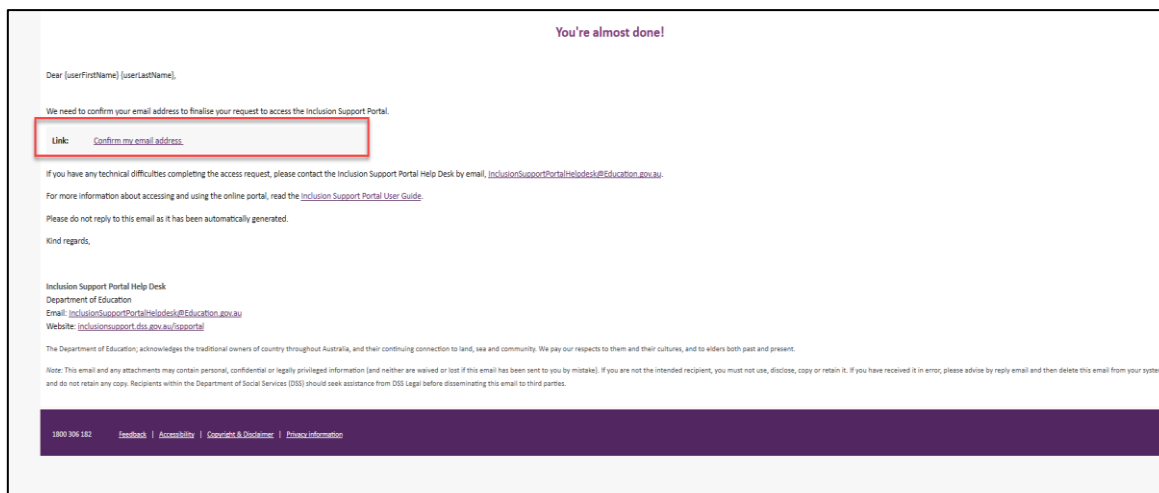
Continue with step 10.

10. Access your nominated **email account** and locate the **verification email** sent to you.

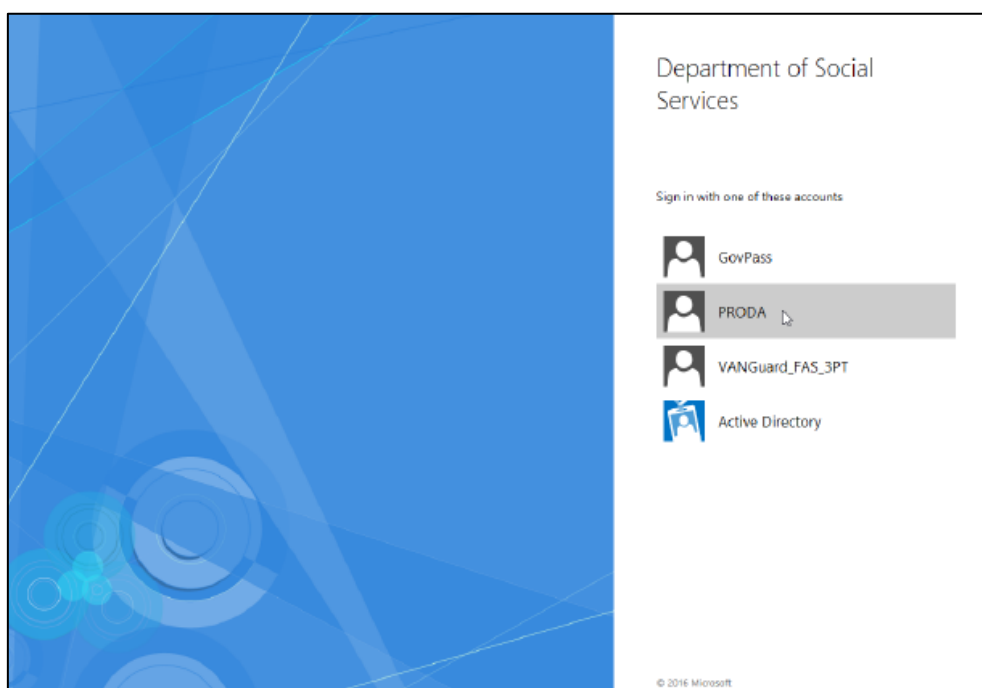
IMPORTANT: This email contains a 'token' associating your request with your email address and your PRODA ID. If you do not click the link provided in the email and log into PRODA, your email address will not be verified, and the request cannot be processed.

11. From the opened email (refer to the image below), click **Confirm my email address**.

Clicking the link opens a browser and takes you to 'Department of Social Services (DSS) account selection page.'



12. Select **PRODA**.



13. Log into **PRODA** as described in steps 1 – 4 of *Logging into PRODA* located on [pages 4-6](#) of this task card.

When you have successfully logged in, you are taken to the '*Finish access request*' page.

14. Read **Next Steps** and click **Finish**.

Finish access request

Access request submitted. Your access request details are shown below. Select the Finish button to exit the application.

5. Finished

Your details

First name : [REDACTED] Last name : [REDACTED]

Email address : [REDACTED] Work phone : [REDACTED] Mobile phone : [REDACTED]

Required user role(s)

Role : Auditor

Your employer's details

Provider legal name : [REDACTED] Provider trading name : [REDACTED] ABN : [REDACTED]

Address : [REDACTED]

Next Steps

- Your employer / authorised provisioning delegate will receive an email telling them of your access request.
- When your request is approved, you will receive an email with instructions on how to log into the IS portal

Finish

After clicking Finish, you will automatically leave the portal and an email notification will be sent to Inclusion Support Portal Help Desk.

After your request is reviewed by the Inclusion Support Portal Help Desk, you will receive another email telling you whether your request was approved or denied.

If you do not receive a confirmation email or your request was denied, contact your Inclusion Agency Manager or the [Inclusion Support Portal Help Desk](#).

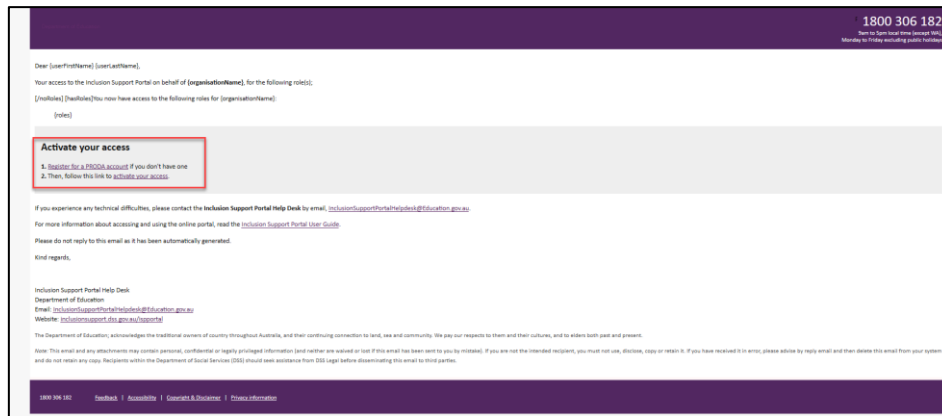
Note: Individual Inclusion Agencies may have additional processes that need to be followed when requesting access to the IS Portal. Please check in with your Inclusion Agency Manager to confirm their requirements.

Activating your access

After your access request has been approved by the Inclusion Support Portal Help Desk, you may begin using the IS Portal.

14. **Open your *approval email*.**

15. **Click *activate your access*.**



Clicking the link opens a browser and takes you to the Inclusion Support Portal. Follow the steps below to login to the IS Portal.

Logging into the IS Portal

After initially activating you access (refer to page 10), the IS Portal can then be accessed via

[Login | PRODA](https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf) - <https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf>

Login to your PRODA account and select the Inclusion Support Portal tile. Refer to [pages 4-5](#) for support to login to PRODA.



When your identity is verified, the 'Portal entry point' page is displayed.

1. **Select** your employer from the **Provider name** dropdown list.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name*
Please select
Industrious Industries

Role*
Please select

Continue

- Using the Role dropdown option, **Select** the role of **Inclusion Professional** and **click Continue**.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name*
Industrious Industries

Role*
Inclusion Professional

Continue

The *Inclusion Support Portal* entry page will open.

- Read User Agreement** then **click I agree**, to proceed to the IS Portal.

Australian Government
Department of Education

Welcome to the Inclusion Support Portal

User Agreement
The Inclusion Support Portal (IS Portal) manages all early childhood and child care services including Early Childhood Education and Care services (ECEC) and interactions with the Inclusion Support Program (ISP). For more information, visit the [Inclusion Support Program](#) page.

Acceptance of the User Agreement
By accessing the IS Portal, you:

- represent yourself to be an authorised user of the IS Portal
- agree to be bound and comply with the terms of the User Agreement.

If you allow someone else to access the IS Portal with your login details, you will be responsible for everything they do in the IS Portal.

Your Responsibilities

ECEC Services
You must ensure you have obtained written consent to share a child's personal information in the IS Portal. This is obtained in the form of a [Permission to Share Personal Information](#) for the purposes of the Inclusion Support Program form completed by a parent, guardian or carer.
Information you provide in the IS Portal will be used to assess applications made to the Inclusion Development Fund (IDF) available under the ISP. You acknowledge that giving false or misleading information is a serious offence under the [Criminal Code Act 1995](#).
You may be requested to provide verification of any statements mentioned in the IS Portal.

ISP Providers
ISP providers must ensure they use the IS Portal in accordance with their contract with the Department for ISP.
All information provided in the IS Portal must be accurate to support the effective and efficient delivery of ISP. You must not make any changes to information in the IS Portal that would result in the information being wrong, misleading, deceptive and inappropriate. You acknowledge that giving false or misleading information is a serious offence under the [Criminal Code Act 1995](#).

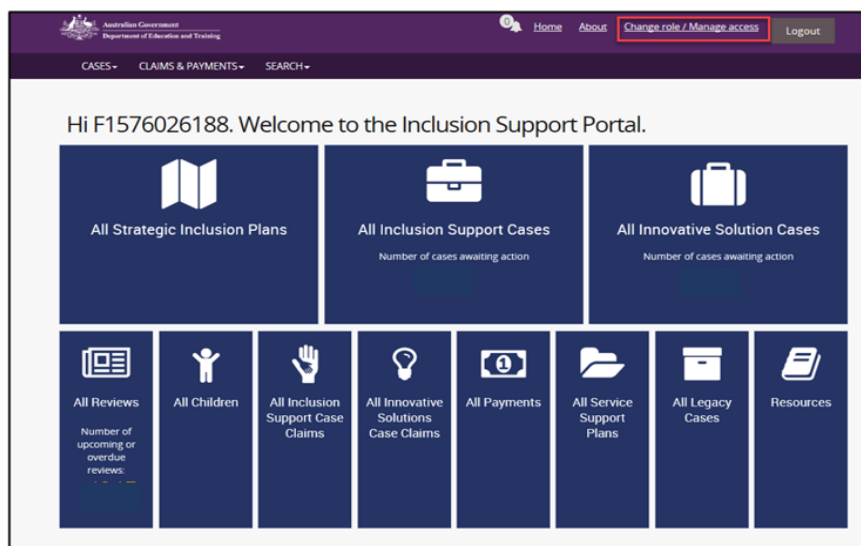
Privacy
The IS Portal collects information about ECEC services seeking support through ISP. This information is shared with the Department, relevant Inclusion Agency (IA) and Inclusion Development Fund Manager (IDF Manager) to administer the program.

[Exit Application](#)

I Agree

The Inclusion Support Portal homepage dashboard page will be displayed.

Note: You can return to the *Portal Entry Point* page to log in with a different user role or for a different organisation by **clicking Change role/Manage access** at the top of the screen. Refer to the image on the next page.



For additional support or assistance with trouble shooting any technical issues please contact please contact the [Inclusion Support Portal helpdesk](#) or call the Inclusion Development Fund Manager (IDFM) on 1800 824 955.